



General Administration
STATE OF WASHINGTON

Buildings & Grounds Deputy Assistant Director (WMS Band 3)

Recruitment #D2809-WMS03-01-DP

About General Administration

General Administration (GA) is a central support agency for state government. Our customers include state agencies, city and county government, school districts, colleges and universities, and a number of not-for-profit organizations.

- Oversees more than \$400 million of contracts annually on behalf of state agencies for a multitude of services and commodities.
- Provides solutions in logistics, supply chain management and warehouse services.
- Manages more than \$500 million annually in design and construction projects for public buildings.
- Maintains the historic buildings and grounds of the Washington State Capitol Campus.
- Provides custodial services that lead the nation in environmentally friendly and health cleaning practices.
- Serves as the state's landlord, arranging leases for office and warehouse space for agencies throughout Washington.
- Manages recycling and re-use programs on behalf of state government that annually keep more than 600,000 pounds of materials from being tossed into landfills.
- Runs the state's internal mail service that delivers 63 million pieces annually.
- Manages a motor pool fleet of more than 1,500 vehicles.
- Welcomes more than 200,000 visitors each year at the State Capitol.

For more information about our agency and its mission, visit our Web site at <http://www.ga.wa.gov>

SALARY: Up to \$91,202 annually DOQ

LOCATION: Olympia, Washington

CLOSES: May 8, 2009

The Department of General Administration (GA) is seeking candidates for a Deputy Assistant Director position within the Division of Building and Grounds. This position is overtime exempt and not included in a union bargaining agreement.

Overview

This position provides leadership for primary operations that includes the maintenance and operation of properties located in Thurston County under the GA's stewardship, most notably the State Capitol Campus. This position is responsible for a 24-hour campus management and for maintenance functions of a variety of facilities consisting of:

- 23 buildings on the Capitol Campus, 10 of which are historic, consisting of 2.5 million gross square feet of office and public spaces;
- 465 acres of parks and campus grounds including Capitol Lake;
- 17 miles of sidewalks and streets including Deschutes Parkway;
- 1.5 million gross square feet of parking equal to 5,640 parking stalls; and
- Off-campus office space consisting of 13 buildings and 75 million gross square feet.

This position has the responsibility to provide leadership and management to over 230 FTE's and provides oversight of a biennial operating budget in excess of \$36 million. The program consists of the following business lines: Maintenance and Operations, Custodial Services, Tenant Improvements, and Capitol Campus Visitors Services.

Required Knowledge, Skills, and Abilities

To effectively manage a program of this size and scope, the incumbent must have demonstrated leadership skills as well as knowledge and experience in operations maintenance and construction industry best practices.

RCW 43.19.125 directs GA the responsibility to maintain custody and control of Capitol Campus. This function is performed through the Asset Management program and B&G program.

Why work at GA?

GA employs about 700 people located in Olympia and select off-site locations. Our employees take pride in delivering excellence in strengthening government's ability to achieve results efficiently and effectively. We work together to help our customers succeed.

The Olympia office is located on the beautiful, historic Capitol Campus and is within walking distance to banking, restaurants, shopping and the Farmer's Market.

The location is close to Intercity Transit (IT) stops and the state provides free unlimited IT passes for employees. Intercity Transit also provides a FREE Dash Shuttle that loops around the campus and down to the Farmer's Market and back.

Employee Benefits

The state of Washington offers a comprehensive benefits package, including:

- ◆ Medical, dental, life, and long-term disability insurance.
- ◆ Optional long-term care and auto-home insurance.
- ◆ Optional medical flexible spending account.
- ◆ Vacation, sick, military and civil leave.
- ◆ Eleven paid holidays per year.
- ◆ A state retirement plan.
- ◆ Optional credit unions and savings bonds.
- ◆ Optional Deferred Compensation and Dependent Care Assistance Programs.

General Administration vigorously pursues diversity in the workforce. We encourage women, racial and ethnic minorities, people with disabilities, and disabled and Vietnam-era veterans to apply. People with disabilities who need help with the application process may call GA's Human Resources Office at 360-902-7486.

Provide leadership and direction for subordinate management staff assisting in their growth and development. Coaching and mentoring, completing annual evaluation, expectations, implement correct disciplinary actions as needed. Hold staff accountable for behavior and conduct in the workplace. Direct and control the human and financial resources of B&G, setting an example that promotes customer service, involvement, responsibility, stakeholder communication, cooperation, safety and fairness. Facilitate and mitigate employee grievances and/or conflicts.

Provide customer service and liaison activities with stakeholders and clients; handle complaints; resolve problems; confer regarding preservation of building fixtures and furnishings through approved protective, preventive, and restorative maintenance philosophy.

Represent all areas of responsibility with key stakeholders in the capitol community (local/state government heads; appointed/elected officials; judicial branch) as it relates to the business of B&G, including preparing and presenting testimony before the legislative body.

Strategic and business plan development and implementation. Plan and forecast for budgeting cycle, manage and monitor. Provide excellent financial skills and keen ability to match activities with available resources. The business lines are primarily proprietary necessitating an excellent understanding of financial data interpretation.

Benchmarking of program activities to industry best practices and standards.

Serve as facilities division representative for the Capitol Campus operations, deploying the resources of the department to protect and secure the Capitol Campus.

Formulate and monitor management reports and operational metrics in order to make recommendations for process improvements and efficiencies to the Senior Assistant Director, Deputy Director, and Director.

Set policy for B&G in a highly sensitive and accountable political environment. Interpret and recommend revision or establishment of B&G policy to the executive team for implementation. Work cooperatively with inter- and intra- agency customers (executive/legislative/judicial), maintaining sensitivity to public attitudes and concerns and continually managing those relationships. Maintain a high tolerance and patience for working in a political environment.

Preferred/Desirable Qualifications

A Bachelor's degree from an accredited college or university in one or more of the following disciplines: facilities management, business administration, asset administration, management or related facilities field.

Five years of management/supervisory experience in operation and/or maintenance of a physical plant in a medium to large industrial, commercial, or public establishment in one or more of the trade's field.

Demonstrate experience overseeing facility projects and experience with facility contracts.

Additional experience will substitute year for year for education.

Knowledgeable in: *Principles of personnel/program management including budget development; strategic and business planning; tactical operational planning; labor relations and collective bargaining agreement management; contract negotiation and management; records management; Civil Service Rules; and state and federal laws. Expert knowledge of resource allocation, facilities management, best practice relating to personnel and facility management, state government structure and state policies, and the legislative process and interaction of state and local government. Construction, maintenance, and repair of buildings, grounds, plumbing, and electrical systems, and building fixtures and equipment; materials and supplies used in building and equipment maintenance and construction; preparation of plans and specifications for construction and alteration of buildings; occupational hazards and safety precautions.*

Skills to: *Communicate effectively with a broad, diverse employee, management and customer base. Ability to make critical decisions in a "real time" environment to keep operations running smoothly. Ability to work independently; prioritize, balance and integrate multiple program elements; and develop and maintain cooperative relationships with a broad client base. Must operate effectively in a high exposure, rapidly changing political environment. Plan, develop and implement progressive programs; provide direction and guidance to subordinate managers of programs.*

Leadership Competencies

Accountability: In areas such as Human Resource Management, Financial and Asset Management, Risk Management, and Safety and Health in the Workplace, accept personal responsibility for the quality and timeliness of work. Can be relied upon to achieve excellent results with little need for oversight.

Ethics and Integrity: Earn the trust, respect, and confidence of coworkers/customers through consistent honesty, forthrightness and professionalism in all interactions. Maintains confidentiality and keeps promises/commitments made to others. Talks to others about the need for ethical behavior and does not misrepresent him/herself for personal gain. Uses the public's funds/resources appropriately. Demonstrate ethical behavior and impress its importance upon others.

Communicates Effectively: Clearly and effectively communicates with individuals and groups, conveying thoughts concisely. Ability to interpret and communicate very detailed and technical operational and policy situations to all levels of the organization, both up and down the chain of command. Shares information appropriately, holding confidential information closely. Keeps supervisor and coworkers informed while sharing complete/accurate information with others to include staff and people outside the organization.

Organize/Prioritize Work: Organize and prioritize work, devoting adequate time/attention to individual tasks. Remain focused on tasks, working efficiently and handling interruptions appropriately.

Customer Focus: Knows his/her customers and can describe their expectations. Talks about public service responsibilities. Regularly

follows up with customer to ensure needs have been fully met. Explains how individual actions directly affect customer satisfaction. Shares customer service lessons with others within the organization.

Performance Leadership: Demonstrated ability in providing positive leadership in times of stress, conflicts, and unforeseen events in a living unit. Assures establishment and communication of strategies/goals always putting emphasis on state/agency goals over division or work group interests. Assures goal measurement and progress reporting. Clearly sets meaningful expectations and ensures all employees are given regular feedback on performance. Faces up to problems with people quickly and directly and effectively manages consequences when goals are achieved or not. Asks employees for quality improvements.

Adaptable to Change: Adapts easily to changing conditions and work responsibilities, anticipates and communicates possible changes. Sees different alternatives to reach a given end. Helps others cope with the ongoing demands of change and clarify priorities when leading change.

Results Orientation: Ability to maintain good working relationships and positive interactions with other supervisors/divisions at GA in order to foster accountability and improve the overall program. Ability to promote teamwork and foster cooperation among all unit staff as well as collecting valuable input for the efficient operation of the unit. Achieves extraordinary results by focusing on desired outcomes and how best to achieve them. Quickly senses what will help or hinder accomplishing a goal; responds to setbacks with renewed and increased efforts. Adapts to/positively deals with the stress of a high-paced work. Generates unique but workable and useful solutions to difficult problems. Meets productivity standards, deadlines and work schedules.

Creative and Innovative Thinking: Sees opportunities for creative problem solving while staying within the parameters of good practice. Can discuss multiple aspects and impacts of issues and project them into the future, articulately painting credible pictures and visions of possibilities/likelihoods. Inspires workmates to be creative and innovative. Links mission/vision/values to competencies. Stays focused on tasks in spite of distractions and interruptions; makes the best use of available time and resources.

Safety: Understand, follow, and enforce agency safety policies and other standards established to maintain a safe work environment. Identify unsafe practices and develop strategies to minimize accidents or hazards within your program. Ensure reported injuries, accidents or hazards are investigated or reviewed.

To apply, please submit:

- A letter of interest with a detailed account about how you meet the required and desired qualifications listed.
- A current resume.
- A minimum of three (3) professional references with current phone numbers to include a supervisor, peer, and subordinate.

Background checks are required for applicants considered for positions within GA. Applicants will be required to sign a release authorizing the background check. Failure to do so shall disqualify the applicant from employment with GA. Information obtained from background checks will not necessarily disqualify you from employment

You may submit these materials by mail, email, or fax.

Initial screening will be based on the materials provided by the closing date. We will review materials to determine whom we will select for an interview. Selected applicants may be asked to submit additional materials.

Closing Date: May 8, 2009

Screening of State Applications/Resumes/Letter of Interests:
May 11, 2009

Initial Interview: May 18, 2009

Reference Check on Top Three Candidates: May 21-22, 2009

Finalists Interview Director: May 26, 2009

Final Selection/Appointment: May 28, 2009

Mailing Address:

Department of General Administration
Human Resources, Attention: Deborah Poston
210 11th Avenue SW, Room 216
P.O. Box 41010
Olympia, Washington 98504-1010

Email Address and Fax:

HR@ga.wa.gov

Fax: 360-664-0440

Please use "**B&G Deputy Assistant Director**" in the subject line.

Contact Information:

Deborah Poston
360-902-7486